



Procedure for making whistleblowing reports

To assure all FSDH stakeholders of the confidentiality and anonymity of reported whistleblowing issues, FSDH maintains an outsourced whistleblowing service managed by an independent party - Deloitte. This platform provided by Deloitte is branded Deloitte Tip-offs Anonymous (TOA).

Procedure for using Deloitte Tip-offs Anonymous

How it Works: Whistleblowing reports should be made using any of the Deloitte TOA reporting channels listed below.

- Toll free hotline: 0800TIPOFFS (0800 847 6337).
- Web Portal: <https://tip-offs.deloitte.com.ng>.
- E-mail: tip-offs@deloitte.com.ng.
- Mobile App: Download Deloitte Tip-offs Anonymous App on Android or iOS devices.

Step 1:

Whistleblower contacts Deloitte Tip-offs Anonymous contact centre via the toll-free hotline (Calls are toll-free to all networks). Dial the hotline from any telephone of your choice. You may call anonymously – even if you disclose your name, your identity will remain confidential and will not be disclosed to FSDH except with your consent.

Step 2:

Our contact centre agent provides options of anonymity, prompts questions and provides a unique reference number to the whistleblower. The contact centre agent interviews the whistleblower to obtain as much relevant information as possible.

Ensure you provide all the available details:

- a. Nature of the incident
- b. People involved
- c. Dates of incident
- d. Place of occurrence
- e. How the incident occurred
- f. Any other useful information

Step 3:

Report analyst sanitizes report to remove any details that might identify the whistleblower.

You will be assigned a unique reference code (PIN) – keep this confidential as you will need this number if you make a follow-up. You may call back for feedback on your report or to provide additional information

Step 4:



The information received is captured in a TOA report format, the report is reviewed by the Contact centre manager and transmitted to designated persons within FSDH for further action.

Step 5:

The investigation is conducted, and feedback is provided by FSDH to Deloitte.

Step 6:

The Whistleblower may subsequently call back to provide additional information or request feedback.